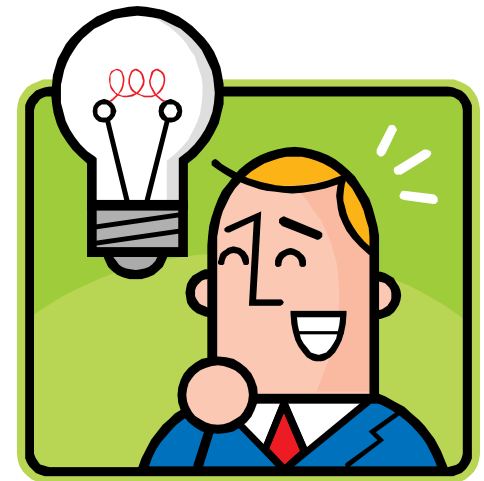Title: **AFMS Electronic DD 2569 Database**

Session: **T-2-1430**

Overview

- Background
- Problem Statement
- Mapping Business Process
- Benefits
- AFMS Deployment Plan
- E-2569 POC List
- Demo
- Summary
- Questions

Background

- DD 2569 Form – Third Party Collection (TPC) Program – Record of Other Health Insurance (OHI)
  - All non-AD patients must fill out & update <u>annually</u> when OHI exist IAW Title 10 USC, Sections 1095 & 1079B; Executive Order 9397
  - This form identifies third-party health insurance carriers that can be billed for services performed by the Medical Group
  - Reimbursements fund clinic renovations, equipment upgrades, new pharmaceutical items and other improvements ($170M/annually)
- Must Ensure DD2569 Compliance – No Exceptions
  - 32 CFR §220.2(d): *"Copy of completed & signed DoD insurance declaration form will be provided to payers upon request"*
  - DoD 6010-15M: *"To achieve 100% contact rate, each MTF shall use DD Form 2569…may be retained in hard copy or electronic format …"*
  - AFI 41-120: *"The MTF/CC will ensure MTF staff query 100% of the eligible population regarding OHI info at all patient entry points…"*
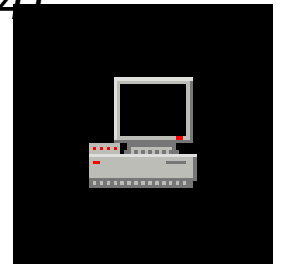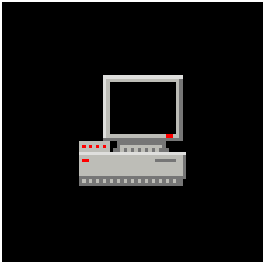 - Other Agencies Inspections/Audits – verifies DD 2569 process at MTFs

Problem

External Factors

1) TMA Pharmacy Rate Reduction - effective Jan 10 (FY09/FY10: -$11.6M)

2) Recession/Unemployment Rate - 8.5% to 10.6% (-9,434 patients w/ OHI)

3) BRAC Realignments – FY10 Civ ER: $10.8M (96% WHMC); overall reduction services
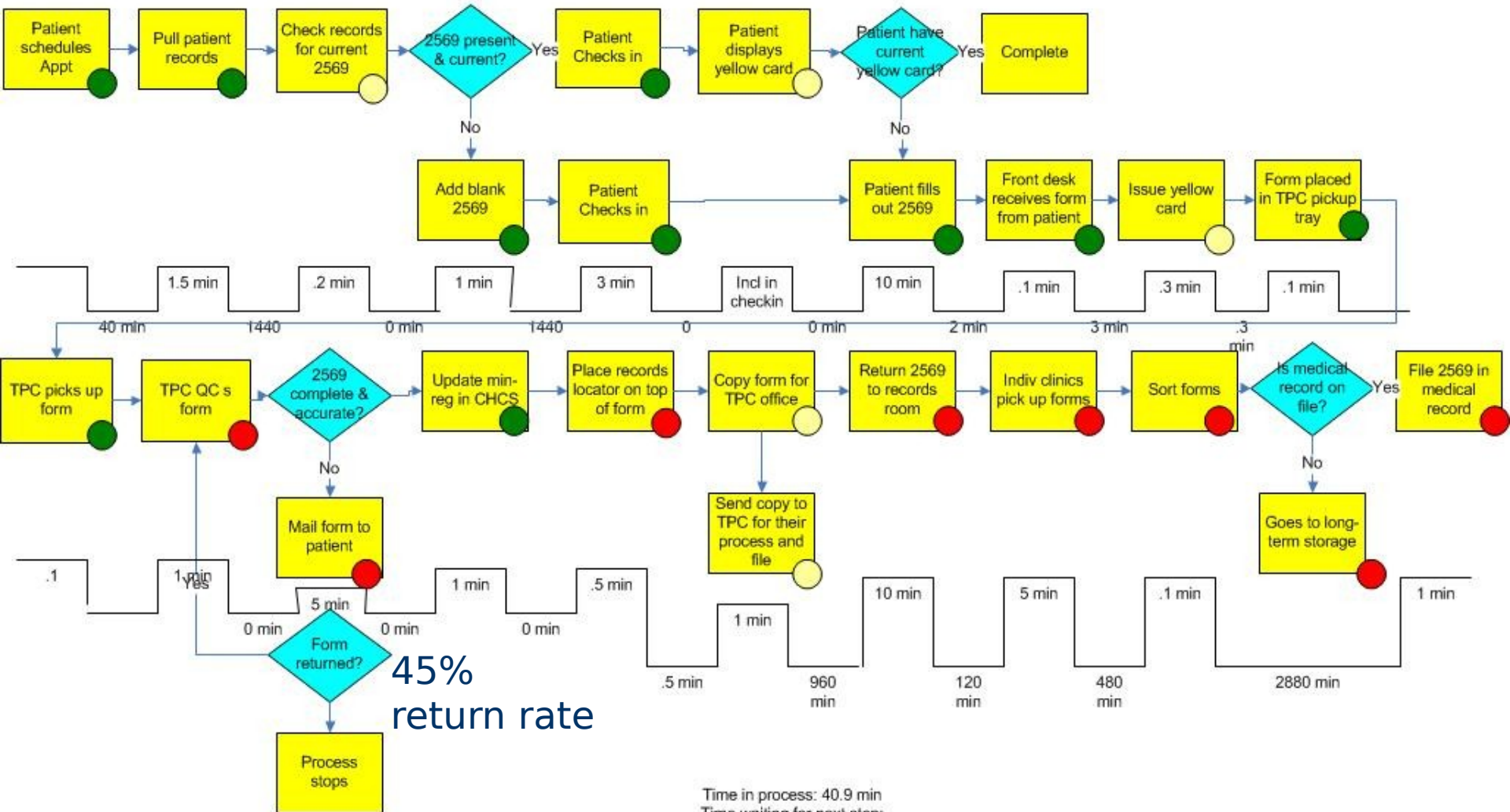
GAO Report

"The single biggest obstacle to increasing collections is inadequate identification of patients with third-party insurance. DoD does not have effective systems or processes for obtaining and updating this information. This weakness dramatically reduces the possibility of collecting from third-party insurers and recouping the cost of providing reimbursable care. *(GAO-04-322R; 2004)*"

DD Form 2569
Process Current
State Dec 07

45%
return rate

Time in process: 40.9 min
Time waiting for next step:
5.1 days

New Process!!!

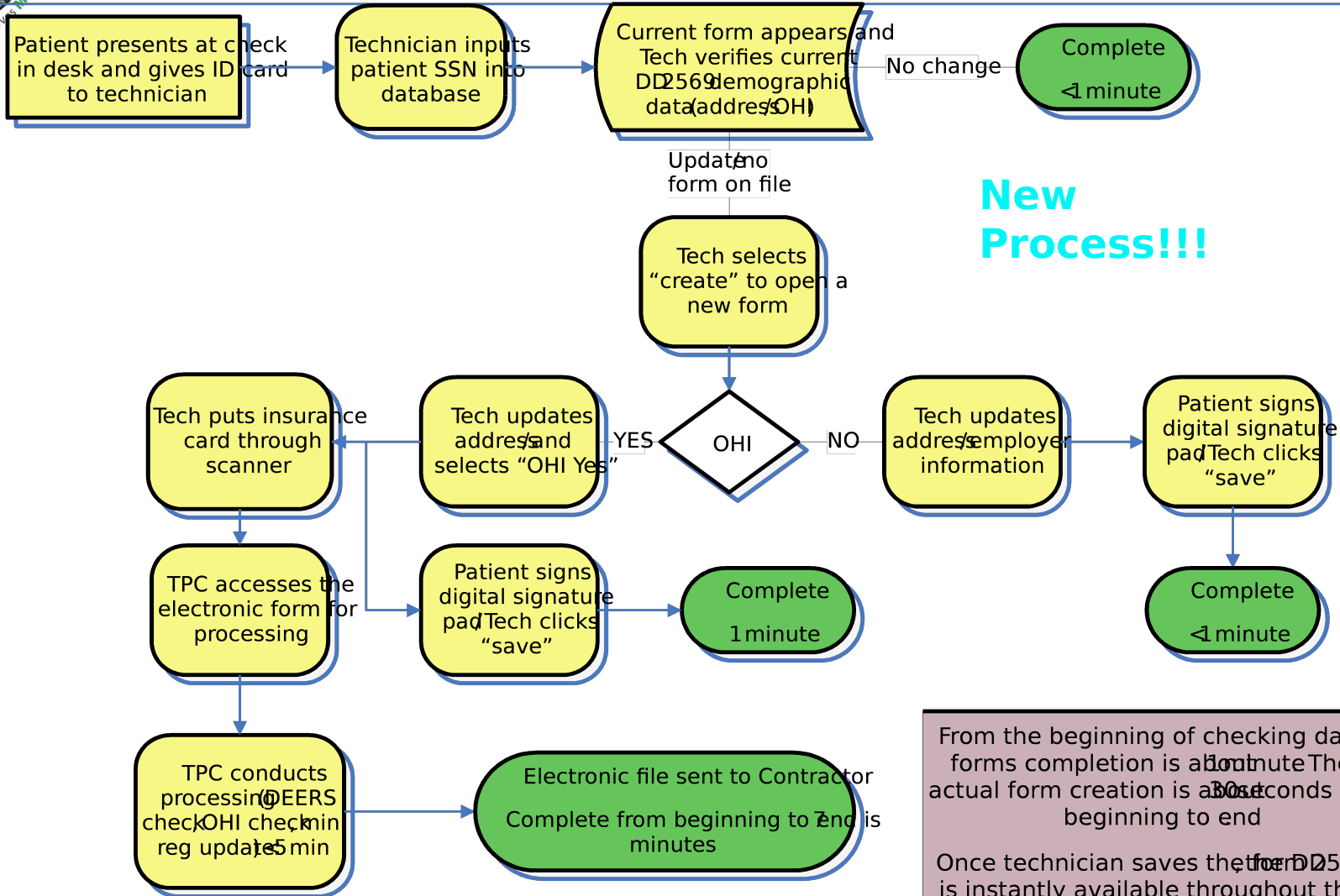Patient presents at check in desk and gives ID card to technician

→ Technician inputs patient SSN into database

→ Current form appears and Tech verifies current DD 2569 demographic data (address/OHI)

— No change → Complete <1 minute

Update/no form on file ↓

Tech selects "create" to open a new form

↓

OHI (decision)

— YES → Tech updates address and selects "OHI Yes" → Tech puts insurance card through scanner

— NO → Tech updates address/employer information → Patient signs digital signature pad/Tech clicks "save" → Complete <1 minute

Tech puts insurance card through scanner ↓
- TPC accesses the electronic form for processing
- Patient signs digital signature pad/Tech clicks "save" → Complete 1 minute

TPC accesses the electronic form for processing ↓

TPC conducts processing (DEERS check, OHI check, reg update) <5 min → Electronic file sent to Contractor

Complete from beginning to end is 7 minutes

From the beginning of checking database to forms completion is about 1 minute. The actual form creation is about 30 seconds from beginning to end

Once technician saves the form, the DD 2569 is instantly available throughout the MTF in the event the patient visits multiple clinics

Benefits

- FY08 W-P stats (MTFs results will vary)
- Within 6 months, clinic compliance 78% to 95% (now at 99
- 63% increase in forms collected (38K total); up $4.9M
- 43% increase in new billable policies identified (786 total)
- <u>ZERO</u> patient or technician complaints
- Patient check-in ➡ sending completed form electronically to TPC contractor for claim processing
  - Went from 7 mins vs. up to 35 days; form completion now < 1 min
- No incomplete, hard to read or duplicate forms
- No manual filing/retrieval of forms; viewable by all local MTF personnel
- Already won 2009 MHS Award for Innovation (Army/Navy want it now!)
- Best: Eliminates yellow card requirement!!

MTF Deployment Plan

- 3 Deployment Teams each w/ 1 Installer & 1 Trainer
  - Large MTFs: 3 Teams scheduled for 7-8 days
  - Medium MTFs: 2 Teams scheduled for 5-6 days
  - Small MTFs: 1 Team scheduled for 3-4 days
- Order: Based on pre-deployment readiness checklist
- Steps Performed at each MTF
  - Executive in-brief (Trainer, AF/SG8Y or AFMOA staff)
  - Server set up/installation & testing of all equipment
  - Hands-on training: TPC staff/Check-in desk personnel (1 hour)
  - Out-brief offered (discretion of MTF leadership)
- Helpdesk Support/Sustainment: Gunter staff/Database Administrator
- Deployment Dates: TBD; awaiting Authority to Connect (ATC) from SG6

Contact Information

- e-2569 Helpdesk Support
  - Name and contact information Redacted

- e-2569 Subject Matter Expert
  - Name and contact information Redacted

- e-2569 Deployment Contract QAP
  - Name and contact information Redacted

- e-2569 Project Sponsor
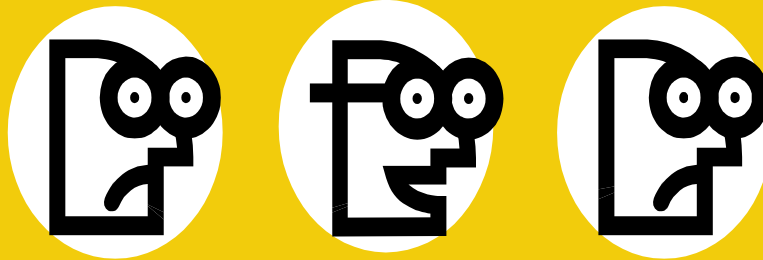 - Name and contact information Redacted

Summary

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- Problem Statement
- Defining Requirements
- Benefits
- AFMS Deployment Plan
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It's QUESTION TIME!!